



Who does what in water in Gippsland 2025



Acknowledgement

We acknowledge and pay our respects to the Traditional Owners of the region, the Gunaikurnai, the Bunurong, the Boonwurrung and the Wurundjeri Peoples, their rich culture and spiritual connection to Country. We also acknowledge the contribution and interest of Aboriginal and/or Torres Strait Islander Peoples and organisations in natural resource management and pay respects to Elders, past, present and emerging.

Overview

Across Gippsland there are a number of Government agencies and community groups that work together to protect our catchments and waterways and to manage water resources, supply and demand.

Sometimes their boundaries overlap, but each organisation has quite a different role and offers different services.

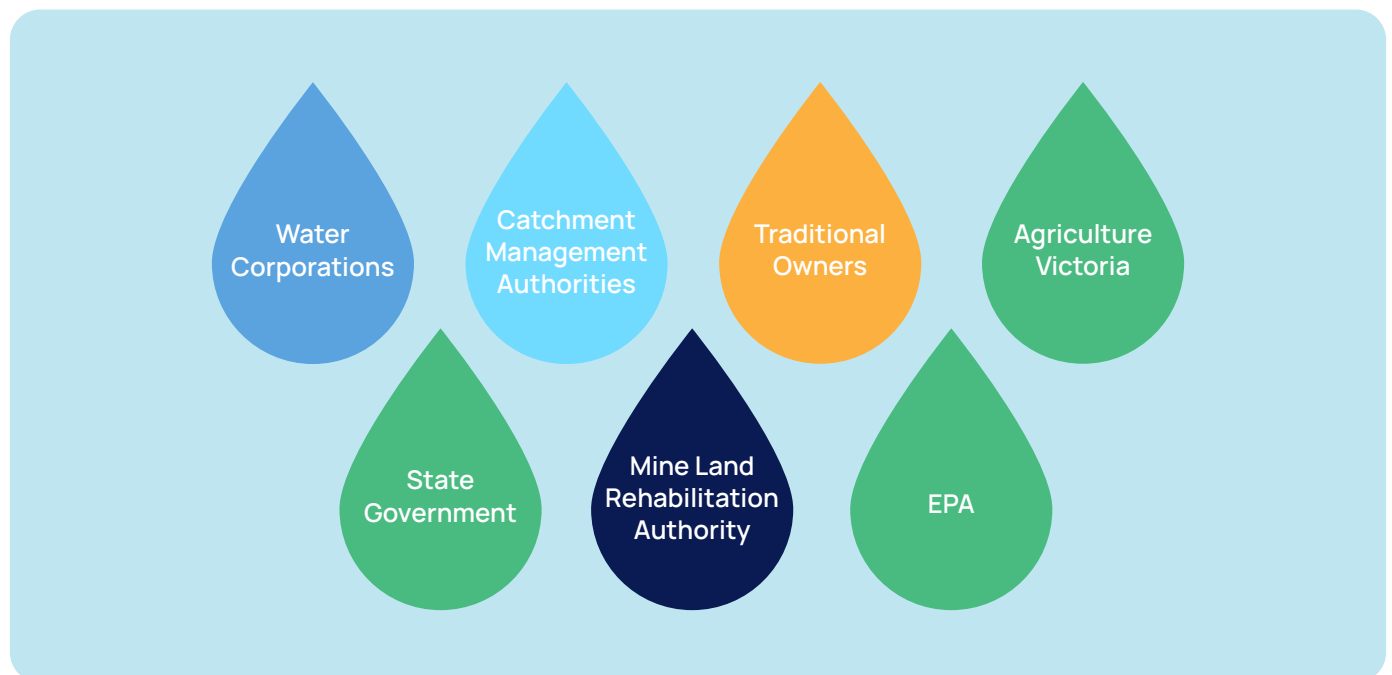
This brochure aims to explain the major roles and responsibilities of each agency with respect to water.

The following pages contain information about each organisation responsible for caring for water in the Gippsland region including their responsibilities, boundaries and contact details.

This brochure was first produced in 2021, and this edition has been updated to ensure all roles and responsibilities are correct in 2025.

The Gippsland Environmental Agencies (GEA) has coordinated the update of the brochure as part of their role in supporting agencies and communities across Gippsland. To learn more about GEA go to

<https://wgcma.vic.gov.au/working-together/gippsland-environmental-agencies/>



Who does what

Traditional Owners

- Organisations represent Traditional Owners, in relation to all aspects of the Cultural Landscape.
- Undertake Aboriginal Waterway Assessments.
- Undertake Cultural Heritage Assessments.

Regional Urban Water Corporations

- Collect wastewater from residential and commercial customers.
- Treat wastewater before returning clean water to the environment.
- Supply potable (drinking) water and wastewater services to homes in a city or town through a network of pipes.
- Manage and monitor potable water use in a city or town.

Southern Rural Water

- Authorise and regulate licensed use of water from waterways, dams and bores for irrigation and commercial purposes.
- Manage large storages and surrounding recreation areas such as Blue Rock Lake, Cowwarr Weir and Glenmaggie Weir.
- Manage take and use licences for waterways, licences relating to catchment dams and farm dam registration
- Support water for the environment releases

Agriculture Victoria

Promote efficient and responsible water use

Catchment Management Authorities

- Manage and deliver water for the environment on behalf of the Victorian Environmental Water Holder.
- Provide advice to council and community on planning matters in areas subject to flooding.
- Issue permits for works on waterways under the Water Act 1989.
- Responsible for integrated planning of land, water, and biodiversity management within their catchment regions,

Local Government

- Manage stormwater in urban areas Agriculture Victoria.
- Promote efficient and responsible water use EPA Victoria.
- Victoria's environmental regulator works to prevent and reduce the harmful effects of pollution and waste on Victoria's environment and people.

EPA Victoria

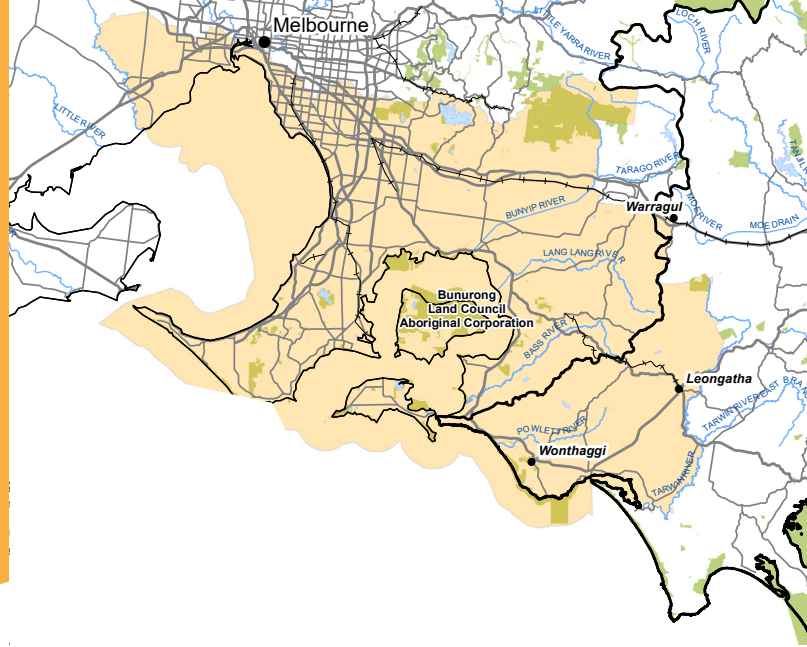
- Victoria's environmental regulator works to prevent and reduce the harmful effects of pollution and waste on Victoria's environment and people

Mine Land Rehabilitation Authority

- Facilitates the rehabilitation of declared mine sites to work collaboratively towards safe, stable and sustainable landforms for the beneficial use of future generations.



Bunurong Land Council Aboriginal Corporation



What we do

Bunurong Land Council Aboriginal Corporation is the Traditional Owner organisation that represents the Bunurong people of the South-Eastern Kulin Nation. We aim to preserve and protect the sacred lands and waterways of our ancestors, their places, traditional cultural practices and stories.

Contact us for:

We can help with a range of enquiries including:

- Bunurong Waterway Assessments
- Cultural Heritage Assessments

What we are responsible for:

- Native Title and Cultural Heritage for Bunurong people

Get in touch

Mail

Please send mail to us at
PO Box 11219 Frankston VIC 3199

Call us on

03 9770 1273

Send an email to

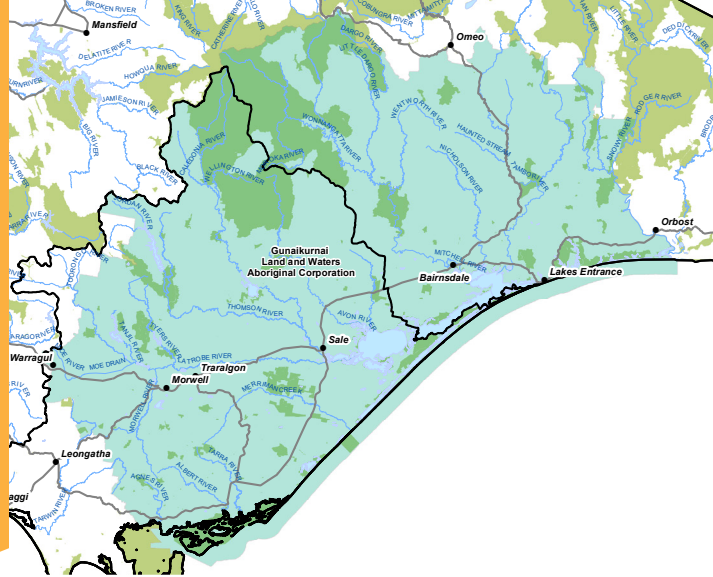
admin@bunuronglc.org.au

To find out more about us please
visit our website at

www.bunuronglc.org



Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC)



What we do

We represent the five clans of Gunaikurnai, recognised as Traditional Custodians of much of Gippsland. Our work focuses on strengthening respect for Gunaikurnai culture, protecting and healing Country, and building genuine economic independence for our people.

Contact us for:

We can help with a range of enquiries including:

- Aboriginal Waterway Assessments
- Cultural Heritage Assessments

What we are responsible for:

- We represent Gunaikurnai on all matters relating to native title, cultural heritage, land, water and natural resource management on Country.

Get in touch

Call us on

03 5152 5100

Send an email to

admin@glawac.com.au

To find out more about us please visit our website at

www.gunaikurnai.org



East Gippsland Water

What we do

- We collect water from our water sources and treat it to Australian drinking water standards before providing it to our customers through our reticulated water network. We also collect and treat wastewater (sewage) before returning it to the environment.
- To deliver our services, we build and maintain a range of infrastructure including treatment plants, storage lagoons, pump stations. Long-term planning is an important part of our role, to ensure we have water and infrastructure to meet future population growth and climate conditions.

Contact us for:

- Accounts and billing – including making a payment, talking about support available to customers in financial hardship, meter reading queries and more.
- Information on wastewater and trade waste services for non-residential customers.
- New property connections and details of the boundaries of our water and wastewater service districts.
- Reporting a service fault such as a burst water main or leak, broken stop tap or a blocked sewer.
- Metered standpipe enquiries – commercial customers to access potable water for commercial and domestic supply.
- Permanent standpipe enquiries – including locations and how to buy water.

What we are responsible for:

- Water harvesting and storage in large basins and storage tanks, and underground in an aquifer.
- Treating the water harvested to comply with rigorous drinking water standards.
- Delivering drinking water across nine separate reticulated systems that serve the communities of – Bairnsdale, Bemm River, Bruthen, Buchan, Cann River, Dinner Plain, Eagle Point, Johnsonville, Lakes Entrance, Lake Tyers Aboriginal Trust, Lake Tyers Beach, Lindenow, Lindenow South, Mallacoota, Marlo, Metung, Newlands Arm, Newmerella, Nicholson, Nowa Nowa, Omeo, Orbost, Paynesville, Raymond Island, Sarsfield, Swan Reach, and Swifts Creek.
- Regularly monitoring and reporting on water quality.
- Maintaining, repairing, upgrading and constructing the infrastructure associated with the provision of water supplies – such as water treatment plants, pump stations, stop taps, pipelines and storages.
- Water recycling – aiming for 100 per cent environmentally beneficial reuse of all wastewater entering our wastewater treatment plants.

Frequently asked questions we can help with:

- Matters relating to an account – including change of address, financial difficulty with payments and availability of concessions. We can only give information to people who have an authority to act on the account.
- Moving in or out of your property, including for renters and commercial tenants.
- Meter readings.
- Water quality in the reticulated system.
- Water and wastewater requirements for new property developments.
- Reporting service faults including water leaks, leaking stop taps and low water pressure.
- Standpipes – permanent standpipes and metered standpipes, including fees and locations and terms of use.

Frequent enquiries relating to other organisations:

Rivers, dams and bore water

Contact Southern Rural Water

Tank water

Contact Department of Health and Human Services

Stormwater

Contact East Gippsland Shire Council

Septic tanks (permits to install, use or alter a septic tank system)

Contact East Gippsland Shire Council

Catchments

Contact East Gippsland Catchment Management Authority

Get in touch

Got a general enquiry or question about your account?

Call us during business hours on
1800 671 841

**For faults and service issues
ring our 24-hour hotline on
1300 134 202**

Website

You can also visit our website egwater.vic.gov.au for information on our organisation, including options to pay your water bill and a variety of online forms. Our email address is egw@egwater.vic.gov.au.



Gippsland Water

What we do

We supply drinking water to 77,415 households and businesses, and wastewater services to more than 69,975 households and businesses, across 43 towns. Our service area covers over 5,000 square kilometres and stretches from Drouin in the west to Loch Sport in the east, and from Mirboo North in the south to Rawson and Briagolong in the north. We serve an estimated population base of over 165,000.

Contact us for:

We can help with:

- Account and billing enquiries, including if you've recently moved house.
- Reporting a service fault such as a burst water main or leak.
- Financial assistance.
- Assistance for property owners and developers who may be developing, redeveloping or subdividing property.
- Booking a tour of our sites, hiring our portable drinking fountains, or applying for sponsorship such as drink bottles.
- Fixing a leaking fire hydrant or plug. Fire plugs are owned by local councils, but it's our water so we should be the first point of call if they're leaking.

What we are responsible for:

- Delivering fresh, clean drinking water to residential and commercial customers.
- Providing wastewater service to residential and commercial customers.
- Maintaining, repairing, upgrading and constructing infrastructure to continue providing high quality water.
- Treating millions of litres of wastewater a day from residential customers, local business and industry of state-wide significance.

Commercial business

Gippsland Regional Organics, based at Dutson Downs processes our internal waste streams and offsets the costs of disposal. The facility can transform up to 250,000 tonnes of organic waste each year into valuable, nutrient rich composts that are then used by farms and other horticultural and industrial enterprises right across Victoria.

Our Gippsland Regional Agribusiness operations help us to effectively manage, and reuse treated wastewater and by-products. This business includes 12 farming and plantation sites producing a combination of beef, fodder crops, grain crops, and softwood plantation timber.

Frequently asked questions we can help with:

- How do I report a service fault such as a burst water main or leak?
- How do I apply for financial assistance?
- I'm a renter moving house, how do I get my account changed and water and wastewater services connected?
- How do I book a tour of your sites?
- How do I hire portable drinking fountains or apply for sponsorship?

Frequent enquiries relating to other organisations:

Enquiries in relation to storm water and on-site septic tanks

This is the responsibility of local councils.

Waterways and drainage charges that some of our customers in Drouin and Neerim South receive annually from South East Water
Contact South East Water.

Enquiries in relation to providing customers with water for rainwater tanks that have been tainted by bushfire smoke

DEECA or your local council can help you with this.

Get in touch

For general enquiries, including billing

You can call us on 1800 050 500 between 8am and 5pm, Monday to Friday.

To report a fault or leak

Please call us on our 24/7 emergency hotline on 1800 057 057

For non-urgent enquiries

You can also visit our website and fill out a message form at www.gippswater.com.au/contact-us



Gippsland Water

South Gippsland Water

What we do

South Gippsland Water provides reticulated drinking water from catchment to customer tap and then collects and returns treated wastewater back to the environment. We're responsible for the reservoirs, water and wastewater treatment plants, pipes and pumps that make up the drinking water and sewer networks, as well as managing customer accounts and billing services. South Gippsland Water services an area which extends from Wonthaggi and Nyora in the west to Yarram in the east, and from the coastal towns fronting Bass Strait in the south through to the Strzelecki Ranges in the north. South Gippsland Water values contributing to thriving communities and a healthy environment.

Contact us for:

We can help with a range of enquiries including:

- Account and billing inquiries for water and sewerage services across Bass Coast and South Gippsland townships.
- New property connections and connecting to town water and sewerage services.
- Faults and leaks relating to water and sewerage services.
- More information about local water supplies; sources, quality and treatment to national safe drinking water standards.
- Drinking water catchment management, including impacts of land development within our designated drinking water catchments.
- Wastewater and trade waste services for businesses that discharge waste to our sewerage systems.

What we are responsible for:

- South Gippsland Water provides a full range of water supply functions, including water harvesting, storage, treatment, and township drinking water supply.
- Wastewater services include collection, treatment, disposal and reuse for residential, non-residential and major trade waste customers.
- Water retailing, including managing customer accounts and billing system

Frequently asked questions we can help with:

- Billing and bill payment assistance
- Government concessions and assistance on water and wastewater service accounts
- Land development and new property connections to either water or sewerage services
- Water supply system information including reservoir levels, water restrictions, water treatment and quality
- Wastewater system information including treatment processes, recycled water and trade waste
- Education and environment information including assistance with water efficiency, education programs offered and sustainability programs such as carbon emissions reduction, being undertaken by South Gippsland Water.

Frequent enquiries relating to other organisations:

Stormwater and township drainage

Contact your local council

Septic tank management and cleaning

Contact your local council or septic e-duction tanker

How can I test the water quality of my private tank water?

Contact Department of Health and Human Services

Emergency water supplies in drought and other emergencies?

Contact DEECA

Drinking water tank re-fill

Contact local registered water carters

Rivers, dams and bore water

Contact Southern Rural Water

Get in touch

Talk to our friendly Customer Service Team or report a fault 24/7

Call us on 1300 851 636.

Account and business enquiries call between 8.30am – 5.00pm, Monday to Friday.

Phone

1300 851 636

Email

sgwater@sgwater.com.au

Website

www.sgwater.com.au

Address

14-18 Pioneer Street
(PO Box 102 Foster) VIC 3960



Southern Rural Water

What we do

Southern Rural Water covers an area of 88,000 km², the southern third of Victoria stretching from the South Australian border to the New South Wales border – an area that includes all of Gippsland.

Our services support farmers to generate high quality local produce, some of which is exported and enjoyed globally.

Contact us for:

- Licences to access bore water, construct a dam or access to creek and river water on your property
- Management of water for irrigation and/or stock and domestic use
- Safe recreational use of our water facilities for boating, fishing and swimming
- Blue-green algae blooms in our storages
- Guided school and community visits to our water facilities such as Lake Glenmaggie

What we are responsible for:

- Managing irrigation districts, including the Macalister Irrigation District, Werribee Irrigation District and Bacchus Marsh Irrigation District.
- The regulation of surface water and groundwater licensing, and the regulation of surface water, groundwater licensing and dams.
- Managing the bulk entitlements for environmental water, power generation companies and the raw water for some regional and urban water corporations to treat for drinking water in the Gippsland and South-East. We work with four water corporations and three Catchment Management Authorities.

- Licences for bores, irrigation water, dams on private property and use of river or creek water where it is within the property boundary
- Monitoring the use of licensed water to ensure sustainable use
- Management of major storages with associated recreational facilities
- Supplying water and maintaining the irrigation service to irrigation district customers with permanent and temporary water allocations
- Flood and blue-green monitoring at our storages, providing advice to other agencies and community as appropriate
- Supporting other agencies during emergencies

Frequently asked questions relating to dry conditions:

- If you're at risk of running out of water, we can help customers better understand how to access groundwater and surface water, use their allocation, trade their entitlement, or understand what supports are available.
- If your bore runs dry, and you're in urgent need of water for stock and domestic purposes during severe dry seasonal conditions, Victoria has a network of about 300 emergency water supply points. More details at www.water.vic.gov.au/for-agriculture-and-industry/emergency-water-supply-points.
- Southern Rural Water is committed to ensuring water is managed fairly for all users. We have a zero-tolerance approach to unauthorised water take, which can attract fines and court-based enforcement action.

Frequently asked questions we can help with:

- Do I need a licence to drill a bore?
- I have a stock and domestic water licence – what can I use it for?
- How do I get a water allocation?
- What kind of licence do I need to build a dam on my property?
- I've just bought a property, what kind of water can I access?
- How do you monitor water use?

Frequent enquiries relating to other organisations:

Blocked drains, drinking water, toilet water.

We don't do taps or toilets

Will my house flood?

Contact your Catchment Management Authority for flood zone information

I can see pollution in the river or creek – where do I report this?

Contact EPA Victoria

I can see algae / dead fish in the waterway – where do I report this?

Contact EPA Victoria

Get in touch

Chat to one of our Customer Relations Team in the following ways:

General Enquiries: 1300 720 711,
8.30am – 5.00pm Monday – Friday

Faults and Emergencies:
1800 24 90 90 - 24 hours

Email:
westport@westernportwater.com.au

Feedback:
[www.westernportwater.com.au/
contact-us/feedback](http://www.westernportwater.com.au/contact-us/feedback)

National Relay Service
(TTY Text Phone):
133 677 then ask for 5956 4100



Westernport Water

What we do

Westernport Water is a regional water corporation whose core functions are to provide drinking water, recycled water and wastewater services to properties and communities throughout the Bass Coast and waterline communities in accordance with the standards listed in the Westernport Water Customer Charter 2023-28 or by agreement.

Contact us for:

We can help with a range of enquiries including:

- Residential and commercial customer enquiries, financial support programs, payment plans, direct debit, concessions and Centrepay
- Land development, re-development, subdivisions, planning, building, property connections and plumbing enquiries
- Reporting a water or sewer service fault, such as a leak, burst pipe, broken stop tap or a sewer blockage. Call 1300 720 711 or 1800 249 090 - 24/7
- Other services include, advisory services, trade waste services and biosolids

What we are responsible for:

- Delivering water and wastewater services to customers and the community on Phillip Island and waterline communities in accordance with the Water Act 1994.
- Servicing 23,688 customers across 27 townships, covering an area of 300sq/km.
- Supplying essential services to one of Australia's leading tourism destinations, we also service over 3.4 million visitors annually.
- Operating one water purification plant that uses Dissolved Air Filtration technology and UV disinfection as part of a multi-barrier water treatment approach.
- One reservoir, Candowie Reservoir which is located in the Bass Hills.
- Two wastewater treatment facilities, one in Corinella and the other on Phillip Island. These facilities also manufacture recycled water.
- Class A recycled water that is supplied to residential and commercial customers on Phillip Island for irrigation and toilet flushing.
- Maintaining, repairing, upgrading and constructing infrastructure associated with the provision of water and wastewater services.
- Information about our water supply sources, Tennent Creek, Bass River, Corinella Aquifer and the Melbourne Supply System (Victoria's Water Grid) with Bulk Entitlements totalling 7,401 ML.
- Managing water supply and demand to minimise the need for localised water restrictions.
- Maintaining our connection to Victoria's water grid, which provides access to drinking water from diverse and reliable water supplies including the Victorian Desalination Plant.

Frequently asked questions we can help with:

- Customer enquiries about accounts and billing
- Commercial and residential water and wastewater service enquiries
- Information about bursts, leaks, and service interruptions (responded to by our Maintenance and Operations Team)
- Guidance for developers, consultants, builders, plumbers, and property owners who are developing, redeveloping, or subdividing property (supported by our Developments Team)

Frequent enquiries relating to other organisations:

Blocked drains, drinking water, toilet water.

We don't do taps or toilets

Will my house flood?

Contact your Catchment Management Authority for flood zone information

I can see pollution in the river or creek – where do I report this?

Contact EPA Victoria

I can see algae / dead fish in the waterway – where do I report this?

Contact EPA Victoria

Get in touch

Chat to one of our Customer Relations Team in the following ways:

General Enquiries: 1300 720 711,
8.30am – 5.00pm Monday – Friday

Faults and Emergencies:
1800 24 90 90 - 24 hours

Email:
westport@westernportwater.com.au

Feedback:
[www.westernportwater.com.au/
contact-us/feedback](http://www.westernportwater.com.au/contact-us/feedback)

National Relay Service
(TTY Text Phone):
133 677 then ask for 5956 4100



WESTERNPORT
WATER™

East Gippsland Catchment Management Authority

What we do

The East Gippsland Catchment Management Authority works with partner agencies and our communities to maintain East Gippsland's landscapes, biodiversity and cultural heritage.

Contact us for:

We can help with a range of enquiries including:

- Gaining advice on works on waterways, or for flooding levels for planning matters
- Your concerns with any issue on a waterway or to get involved in a project to improve our waterways
- Gaining advice on ways to get involved in environmental projects and interest groups

What we are responsible for:

- Care-taker of river health, (planning and implementing works)
- Delivering on-ground works to remove and control weeds in waterways, streambank stabilisation and protection, replanting native vegetation along waterways and stock exclusion fencing
- Working with community and agencies to improve waterway health
- Regulation of works on waterways and floodplains
- Providing advice regarding flooding for community and government
- Development of regional catchment strategies, waterway management strategies and other natural resource management plans

Frequently asked questions we can help with:

- River bank erosion
- Weeds along waterways
- What is my flood risk?
- What support is there for fencing and planting out my waterway?
- What permits do I need to do works on or near waterways?
- I'm concerned about water quality in my local waterway. Who can I talk to?
- Who do I contact about drainage disputes with neighbours?
- How do I get in touch with Landcare?
-

Frequent enquiries relating to other organisations:

Where to get a water licence?

Contact Southern Rural Water for surface and ground water queries

Who is responsible for responding to fish deaths?

Contact the EPA

How can I test my farm dam / tank water?

Contact Department of Health and Human Services

Who to contact for blue green algae issues?

DELWP will coordinate a response.

Stormwater, town drainage retardation

Contact your Local Government.

Reporting Gippsland Lakes water quality issues or pollution?

Contact DEECA for water quality issues and EPA for pollution.

Who owns / is responsible for crown frontage?

DEECA administer arrangements for all crown frontage.

Get in touch

Visit our office or post to:

75 MacLeod Street, (PO Box 1012),
Bairnsdale, VIC 3875

Phone:

03 5152 1184

Email:

reception@egcma.com.au

Website:

www.egcma.com.au



EAST GIPPSLAND
CATCHMENT
MANAGEMENT
AUTHORITY

West Gippsland Catchment Management Authority

What we do

We are responsible for over 40,000 kilometres of designated waterways in the West Gippsland region and work to improve catchment health through delivering Natural Resource Management programs with Traditional Owners and partners.

Contact us for:

We can help with a range of enquiries including:

- Flood advice request – providing information about flood risk and flood mapping on properties.
- Works on waterways permits – for any works on a river, creek, wetland, stream you need to contact us for a permit.
- Connecting with your Landcare network or group.
- Information about water for the environment – we work with the Victorian Environmental Water Holder to release water for river and wetland health.
- Farm improvement programs – we've got a range of programs to help improve habitat, climate resilience, efficient use of water on-farm and management of nutrients – get in touch to chat with our team.

What we are responsible for:

- Regulation of works on waterways and floodplains
- Providing advice about rural drainage
- Waterway and floodplain management
- Development of regional catchment strategies and waterway management strategies and other natural resource management plans
- Delivering on-ground works to remove and control weeds in waterways, streambank stabilisation and protection, replanting native vegetation along waterways and fencing to exclude stock
- Managing and delivering water for the environment on behalf of the Victorian Environmental Water Holder
- Estuary management including approvals for estuary closure openings.

Frequently asked questions we can help with:

- Do I need / how do I get a permit to do works on a waterway?
- What support is available for farmers e.g. water efficiency and effluent management.
- What's my flood risk?
- What permits do I need for earthworks?
- What support is there for fencing and planting out my waterway? What permits do I need?
- How do I find out about when environmental flows are happening?
- I'm concerned about water quality in my local waterway, who can I talk to?
- Who do I contact about drainage disputes with neighbours?
- How do I get in touch with my local Landcare?

Frequent enquiries relating to other organisations:

Where to get a water licence? (surface water, groundwater

Contact Southern Rural Water

Who is responsible for responding to fish kills?

Contact the EPA

I'm doing a new irrigation development. What permits do I need?

Contact Southern Rural Water

When do I need a cultural heritage permit?

Contact GLaWAC, BLCAC or First Peoples, State Relations <https://www.firstpeoplesrelations.vic.gov.au/>

How can I test my farm dam / tank water?

Contact Department of Health and Human Services

Who to contact for blue green algae issues?

Contact DEECA

Emergency water supplies in drought and other emergencies?

Contact DEECA

Stormwater, town drainage retardation

Contact Local Government

Groundwater – access, contamination?

Contact Southern Rural Water

Reporting Gippsland Lakes water quality issues or pollution?

Contact DEECA

Who owns / is responsible for riparian crown frontage?

Contact DEECA

Get in touch

You can call us on:

1300 094 262

Email us at:

westgippy@wgcma.vic.gov.au

Flood Advice

For flood advice request forms, go to wgcma.vic.gov.au and click 'flood advice' If you're interested in our work or <https://wgcma.vic.gov.au/planning-and-advice/>

To stay in touch:

Subscribe to our e-news

<https://wgcma.vic.gov.au/who-we-are/newsletter-sign-up/>



West Gippsland
Catchment Management Authority

Agriculture Victoria

What we do:

We promote efficient and responsible water use by:

- Ensuring that any off-site environmental impacts of irrigation are understood and minimised
- Providing irrigation extension services across the whole of Gippsland – including but not limited to irrigation advice, system assessments, installation of soil moisture monitoring technology, educational workshops and irrigation scheduling newsletters
- Running demonstration trials across the Lake Wellington catchment that focus on innovative and emerging technologies and on-farm practices to improve water use efficiency
- Encouraging the uptake of new technology and Best Management Practices through extension and rebates for irrigation farm planning across the Lake Wellington catchment
- Working with our partner Southern Rural Water to ensure that upgrades to the delivery system complement existing or future on-farm infrastructure so that maximum water use efficiency and district modernisation is achieved
- Equipping communities and industries to adapt to reducing water availability through extension advice and irrigation farm planning

- Providing industry and community intelligence to government to inform policy and raise awareness of emerging or current water-related issues
- Working with our partner the Water and Catchments team (DEECA) to ensure water policy and the needs of primary industry are in alignment and well understood. Agriculture Victoria makes a significant contribution in research and development, delivery of practice change, and extension programs, as well as providing advice on aspects of water reform that have implications for Victoria and Gippsland's Primary Industries

What we do:

Approval of irrigation farm plans

Contact us for:

- advice on irrigation systems,
- free water testing for salinity, information on farm plans and irrigation upgrades,
- pasture and crop advice under irrigation, and
- assistance in making a water budget.

Frequently asked questions:

- I am considering an irrigation development. What do I need to know?
- What are the pros and cons of upgrading my irrigation system?
- What are the benefits of an irrigation farm plan?
- Can I increase my irrigation Annual Use Limit (AUL)?
- What is the water quality like from my bore and what can I use it on?
- Do I have enough irrigation water?
- I don't have enough water to get through the irrigation season – what's the best way to use it?
- Can you put me on the ETo Update? (irrigation scheduling newsletter)

Frequent enquiries that relate to water:

- Farm plans
- Irrigation upgrades
- Salinity testing
- Irrigation scheduling
- Water budgets
- Irrigation assessments
- Water allocations
- Irrigation scheduling newsletter - ETo Update subscription

Frequent enquiries relating to other organisations:

- AUL increases
- Works on waterways
- Native vegetation removal
- Accessing groundwater
- Applying for an irrigation licence
- Bore construction and licence

Further information:

<https://agriculture.vic.gov.au/farm-management/water/irrigation>

<https://extensionaus.com.au/irrigatingag/home>

<https://agriculture.vic.gov.au/farm-management/water>

Get in touch

Call 03 5626 1691 for the Agriculture Victoria Office, and ask for one of our friendly team of Extension Officers.



Environment Protection Authority Victoria

What we do:

We are Victoria's environmental regulator and work to prevent and reduce the harmful effects of pollution and waste on Victoria's environment and people. We work with community, industry and business.

How we can help

- pollution reports
- advice for business and industry on their environmental obligations
- applying for a EPA permission
- advice and information on the general environmental duty and the Environment Protection Act 2017
- development licences open for consultation
- questions on:
 - water monitoring and testing
 - stormwater
 - groundwater

We are responsible for:

- regulating activities that pose a risk from pollution and waste to:
 - waterways
 - broader environment
- responding to pollution and waste incidents in waterways
- setting water quality standards for policy and compliance
- providing advice on meeting environmental obligations
- monitoring aspects of aquatic environments to protect human health and environment
- conducting research into marine and freshwater environments.

Frequent enquiries relating to other organisations:

fish being safe for human consumption

contact Department of Health

water being safe to drink

contact Department of Health and local
water corporations

reporting of algae blooms

contact DEECA

non-pollution fish kills

contact DEECA

Get in touch

Call

1300 EPA VIC (1300 372 842)

Email

contact@epa.vic.gov.au

Go online

<https://www.epa.vic.gov.au/>



Mine Land Rehabilitation Authority

What we do:

The Mine Land Rehabilitation Authority (MLRA) is an independent authority working with community, industry and government. The MLRA facilitates the rehabilitation of declared mine sites to work collaboratively towards safe, stable and sustainable landforms for the beneficial use of future generations. Water is likely to play a critical role in shaping these outcomes.

How we can help

We can help with a range of enquiries including:

- Plain-English explanations of how water features in declared mine rehabilitation and Declared Mine Rehabilitation Plans.
- Help with how to have your say on water-related proposals relating to mine rehabilitation.
- Community info sessions on water access, pit lakes, hydrogeology and water quality relating to mine rehabilitation.
- Education resources and school talks about the role of water in mine rehabilitation. We can come to your school or community group.
- Connecting you with the right agency or licensee for water approvals, studies or other queries.
- Updates, videos, explainers and fact sheets on water-related rehabilitation concepts and processes.
- The MLRA Vocabulary, which provide a consistent, shared baseline of terms relevant to declared mine rehabilitation in Victoria.

Frequently asked questions we can help with

- What is a declared mine?
- How can I have my say about the rehabilitation of Victoria's declared mines?
- How can I learn about mine rehabilitation in simple terms

Frequent enquiries related to water

- How are decisions made about whether the Latrobe Valley mines will be filled with water?
- What legislation guides decision-making?

Frequent enquiries relating to other organisations

Are you the regulator?

No, contact Regulatory Operations – Resources Victoria

Get in touch

Call
TBA



**Department of Environment, Energy
and Climate Action DEECA**

Address

Level 3, 8-12 Seymour Street Traralgon

Opening Hours

Reception open from 9.00am to 12.00pm and
1.00pm – 3.00pm from Monday to Thursday.
Office reception is closed on Fridays.

Phone

5172 2111

Latrobe City Council

Address

141 Commercial Road, Morwell
34-38 Kay Street, Traralgon

Phone 1300 367 700

Email Latrobe@latrobe.vic.gov.au

Website Homepage | Latrobe City Council

South Gippsland Shire

Address

9 Smith Street, Leongatha
Leongatha (9 Smith Street)
Monday and Wednesday 10.00am to 3.00pm

Address

Korumburra (15 Little Commercial Street)
Tuesday and Thursday 10.00am to 3.00pm

Phone (03) 5662 9200

Email council@southgippsland.vic.gov.au

Website www.southgippsland.vic.gov.au

Baw Baw Shire Council

Address

PO Box 304 Warragul VIC 3820

Toll Free 1300 BAW BAW (1300 229 229)

Phone +61 3 5624 2411

Email bawbaw@bawbawshire.vic.gov.au

Bass Coast Shire Council

Address

76 McBride Avenue Wonthaggi VIC 3995

Opening Hours

Monday to Friday: 9.00am-5.00pm

Phone 1300 BCOAST (226 278)

or (03) 5671 2211

Email basscoast@basscoast.vic.gov.au

Wellington Shire

Address

Sale Service Centre (Council Headquarters)
18 Desailly Street (PO BOX 506), Sale VIC
3850, Australia

Operating Hours

Monday to Friday 8.30am - 5.00pm

Phone 1300 366 244

Email enquiries@wellington.vic.gov.au

East Gippsland Shire

Address

Corporate Centre, 273 Main Street
(PO Box 1618), Bairnsdale VIC 3875

Phone (03) 5153 9500

Email feedback@egipps.vic.gov.au

